

# County News and Views

AUGUST 2002

## From the Office of Fifth District Supervisor Jerry Eaves

### “Children are the Heart of the Matter”

The County of San Bernardino has established a Department of Child Support Services (DCSS). The Department is committed to improving customer service and to educate the public regarding child support services. Additional staff and resources have been provided to each county by the State to improve customer service.

The services proved by the county department are free of charge. One of the newly created programs is that of Ombudsperson. The Ombudsperson helps you resolve issues with your child support case, explains your rights and responsibilities, and tells you the ways you can access child support services.

You can file a complaint if you are not satisfied with the assistance you are receiving from the county DCSS in resolving your child support issues. The Ombudsperson is available to assist you in understanding the complaint process before, during, and after the complaint is filed. In addition, they will assist you in preparing for a State Hearing.

Custodial or non-custodial parents can file a complaint with the county DCSS. The complaint may be about any county DCSS or Franchise Tax Board action or inaction except for complaints

about court orders, custody or visitation.

You must file a complaint within 90 days of when you knew about the problem. The county will have someone other than the caseworker involved with your complaint investigate and try to resolve your complaint. If the complaint is out of San Bernardino County's area, it will be sent to the appropriate county within five days.

The county DCSS must give you a written response to your complaint within thirty days of when they received your complaint. The investigator will tell the county DCSS or Franchise Tax Board what they must do to resolve the issue. The county will send a written notice to you with information on your rights to a State Hearing, if you are not satisfied with the county's response.

The State Hearing is a process where you can have your child support case reviewed by a Judge. The Ombudsperson can help you prepare for the State Hearing. The State Hearing will be held in your county within thirty days after the request for a hearing is received by the State Hearing Office.

Complainants are encouraged to contact the San Bernardino County DCSS Ombudsperson staff. Kim Nelson is the Deputy Director and can be reached at (909) 478-7474. Marina Espinosa is the Supervisor and can be reached at (909) 478-7300.

These services have been developed for you, the customer. Please do not hesitate to make contact with the county Department of Child Support Services staff should you have a complaint and need assistance.

### CALENDAR

September 13, 2002 at 6:00 p.m.

13<sup>th</sup> Annual Black Rose and Humanitarian of the Year Awards Dinner

National Orange Show Renaissance Room

For more information and reservations please contact Juanita Scott at (909) 888-1696.

### COUNTY GOVERNMENT CENTER

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